

# Comprehensive. Flexible. Personalized.

**Illumina Product Support Services**  
Customized service to meet your needs



Congratulations on choosing Illumina as your partner. We are here to help you maximize your investment, support peak performance, and minimize interruptions. In addition to the one-year basic service warranty included with your new purchase, we offer comprehensive maintenance, repair, and qualification solutions.

From Bronze to fully dedicated on-site options, we strive to anticipate your needs and exceed your expectations. Our premium service —the Silver and Gold plans— offers reagent replacement if one of our instruments fails during its service-plan coverage.



# Trust. Directly from Illumina.

Expertise and experience.

Our Product Support Service team includes highly qualified field service engineers (FSE), technical applications scientists (TAS), field application scientists (FAS), system support engineers, bioinformaticians, and IT network experts. Deeply familiar with the intricacies of our systems, our team delivers accurate and expedient service and support.

You can upgrade to an Illumina Support Service Plan at any time during your warranty or extend coverage after your warranty. Many labs appreciate both the additional peace of mind and the fast, on-site service we offer with no hidden fees or extra costs.



# Tailored service plans

## Illumina Product Support Service Plan comparison

	Bronze	Silver
<b>Description</b>	<ul style="list-style-type: none"> <li>• Most affordable instrument performance maintenance option</li> <li>• Low sample volume</li> <li>• No mission-critical applications or critical turnaround needs</li> </ul>	<ul style="list-style-type: none"> <li>• Most popular full-service option</li> <li>• Designed to maximize performance and productivity while helping to ensure regulatory compliance with routine, documented Preventive Maintenance (PM)</li> <li>• Medium to high sample volume</li> <li>• Small to medium fleet size with redundant back-up capacity required</li> </ul>
<b>Term (years)</b>	1	1
<b>Replacement parts</b>	Yes	Yes
<b>Replacement reagents for instrument failure</b>	No	Yes
<b>Labor and travel</b>	Yes	Yes
<b>Targeted on-site response time (business days)</b>	3	2 <sup>†</sup>
<b>Preventive maintenance</b>	No	1
<b>Qualification</b>	No	No

\* Excludes PM Kit parts

† Consult with your local service staff for availability

‡ 2 PMs for HiSeq X™ Series and NovaSeq™ 6000; 1 PM for all other instruments

§ OQ at PM and qualified repair visits

Gold	Dedicated on-site
<ul style="list-style-type: none"> <li>• Ideal for labs in a regulated environment</li> <li>• Designed to maximize system performance and productivity for labs with rapid turnaround and stringent lab compliance needs</li> <li>• Significant savings on instrument qualification service vs a la carte purchasing</li> </ul>	<ul style="list-style-type: none"> <li>• Premium service plan ideal for large-production labs with &gt;10 high-throughput instruments per site</li> <li>• Designed to support highest productivity and peak performance for sites with a large fleet of instruments</li> <li>• Full-time, on-site field service engineer for immediate response</li> <li>• Requires parts-only plan*</li> </ul>
1	2
Yes	Parts-only contract required
Yes	Yes
Yes	Yes
Next business day <sup>†</sup>	Immediate
1	2 <sup>‡</sup>
Yes <sup>§</sup>	No

For more information, access the Illumina Support Service specification sheet at [www.illumina.com/serviceplans](http://www.illumina.com/serviceplans)

Illumina account managers and our inside sales team are here to help you determine which plan is best suited for your lab.



# A plan for every lab.

## Add-on services. Seamlessly integrated Support Service.

We understand that each lab has its distinct needs. That's why we offer add-on options so you can build a plan that fits.

- Additional fixed-price PM's can be added whenever needed, during or after the warranty period. Labor, travel, and PM Kit parts replacement, are all included.
- Compliance services include instrument qualification (IQ/OQ/PQ), calibration, and system performance check.

## Compliance services

Implementation of a quality system is vital to maintaining effective and efficient lab operations. Proactive planning and integration of a quality process not only mitigates the risk of noncompliance, but it also saves time and reduces costs.

Qualification services	Description	Recommended intervals	Event-specific needs
Installation Qualification (IQ)	<ul style="list-style-type: none"><li>• Documented proof that instruments have been delivered and installed in accordance with Illumina-determined specifications and safety regulations</li></ul>	<ul style="list-style-type: none"><li>• After initial installation</li><li>• After instrument relocation and subsequent re-installation</li></ul>	<ul style="list-style-type: none"><li>• Before first-time use</li><li>• With major system upgrades</li><li>• After general changes to lab environment (eg, remodeling, construction, electrical disruptions)</li></ul>
Operational Qualification (OQ)	<ul style="list-style-type: none"><li>• Confirms correct functionality of equipment</li><li>• Helps to ensure specifications are examined and quantified based on manufacturing guidelines</li></ul>	<ul style="list-style-type: none"><li>• After a reactive service, software upgrade, or PM</li><li>• Periodically, according to lab standard operating procedures (SOP)</li></ul>	<ul style="list-style-type: none"><li>• With an IQ to test for baseline level of instrument performance</li><li>• Before starting a major study or experiment to help ensure operation at manufacturer's specifications</li></ul>
Performance Qualification (PQ)	<ul style="list-style-type: none"><li>• Verifies and provides documented proof that the instrument system performance meets manufacturer specifications by running an Illumina-approved sequencing standard</li></ul>	<ul style="list-style-type: none"><li>• After a reactive service, software upgrade, or PM</li><li>• Periodically, according to lab (SOP)</li></ul>	<ul style="list-style-type: none"><li>• With an OQ to qualify instrument system performance</li><li>• Before starting a major study or experiment to help ensure operation at manufacturer's specifications</li></ul>

## On-demand services

Select on-demand services are available for additional support beyond plan coverage or if you prefer a pay-as-you-go option:

- Relocation
- System health check inspections
- Fixed-price PM
- Time and material services

# World-class solutions

## A community of support

From sample prep, library prep, arrays, and sequencing to informatics, Illumina next-generation solutions empower academic and clinical researchers across the globe to find the answers they seek.

When you join the Illumina community, you become part of a dynamic scientific movement that includes thousands of researchers and industry thought leaders. Throughout the year, we host user group meetings, symposia, consortia, online forums, and other initiatives—all designed to bring the best minds together to share ideas and advance science.

In addition to on-site training, ongoing support, and phone consults, we offer webinars and courses at various Illumina locations. We're here with all the resources you need to accelerate progress.

Protect your investment and your lab's productivity. Contact your Illumina representative at **[servicecontracts@illumina.com](mailto:servicecontracts@illumina.com)** to learn more or visit **[www.illumina.com/serviceandtraining](http://www.illumina.com/serviceandtraining)**.

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A global genomics leader, Illumina delivers comprehensive next-generation sequencing workflow solutions to the basic and translational research communities. Illumina technology is responsible for generating more than 90% of the world's sequencing data.\* Through collaborative innovation, Illumina is fueling groundbreaking advancements in the fields of oncology, reproductive health, genetic disease, microbiology, agriculture, and forensic science.

\*Data calculations on file. Illumina, Inc., 2015.

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